

ABSTRACT OF THE DISCLOSURE

Methods of automatically generating trouble tickets for network elements which are in failure and affecting network performance. The network elements are sectionalized into their basic components so that the failure in the elements can be localized and diagnosed. Once the failure has been diagnosed, a trouble ticket is automatically generated by network maintenance so that the repair of the element can be scheduled and undertaken. The trouble tickets are made available via the network to customers that are concerned that circuits on which they operate and which may be malfunctioning due to the network element failure can be kept informed of the status of the repair and the failure.

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